



Direct Service Site and Volunteer Agreement

Effective June 3, 2025

Preface

April 16, 2024

To whom this may concern,

Feeding San Diego is one of the leading hunger relief organizations in San Diego County. At Feeding San Diego, we strive to connect every person facing hunger in San Diego with healthy food. We provide more than 35.4 million meals to people facing hunger each year. In partnership with nearly 350 local community organizations, we feed children, families, seniors, college students, military families, veterans, the unhoused, and many more.

If you are reading this document, it means that you or your organization is connected to a Feeding San Diego food distribution, or you are taking the first steps to support our vision of a hunger-free and healthy San Diego. Regardless of if you are new to Feeding San Diego or have been running your own food distribution with us for a while, we appreciate your time and look forward to having you join our team! The following Agreement includes many terms, policies, and details regarding the food distribution process. We understand that this may lead to many questions given that each party of this Agreement has varying levels of involvement. Feeding San Diego's Direct Service Team is available to answer any questions and concerns that you may have.

The intent of this Preface is to highlight some key points within the Agreement and try to address some of the most common concerns upfront.

- Feeding San Diego cannot and will not charge any fees associated with a Food Distribution to the Host Organizations, Distribution Partners, Site Leads, or volunteers.
- Feeding San Diego Direct Service Programs operate under the fiscal and legal responsibility of Feeding San Diego.
- All Feeding San Diego Direct Service Programs have a dedicated and trained staff member to support the coordination of Food Distributions.

From all of us at Feeding San Diego, thank you for answering our call to action and doing your part to end hunger in San Diego.

Best,

Chase Eckman
Direct Services Manager

Quick Link References

The following table provides hyperlinks within this document that are regularly used or owned by Feeding San Diego.

Hyperlink	Description
<u>Direct Service Communications Form</u>	Used by Program Partners for: <ul style="list-style-type: none">• Post-Distribution Reports• Changes to Deliveries• Requests to Increase/Decrease Amounts of Food delivered.• Contact Information Updates• Requests for Flyers• Requests for Additional Distributions (Including Disaster Recovery & Relief Distributions)• Incident Reports
<u>Feeding San Diego Website</u>	Home page for Feeding San Diego.
<u>Feeding San Diego Find Food Map</u>	Map and list of Feeding San Diego Distributions located across San Diego County. Can be used to refer Neighbors to if food runs out at a distribution.
<u>FoodKeeper</u>	Developed by the USDA's Food Safety and Inspection Service, with Cornell University and the Food Marketing Institute, FoodKeeper is regularly used by Feeding San Diego staff and volunteers to maximize the freshness and quality of food products by providing information regarding Product extension dates and proper storage processes.

Table of Contents

Summary Table of Contents

1. Network Charter and Term	01
2. Roles and Responsibilities	02
3. Agreement Revisions	04
4. Indemnification and Liability	07
5. General Provisions	08
6. Signing Page	09

Appendices

Appendix A: Feeding San Diego Organizational Structure	10
Appendix B: Communication Standards	16
Appendix C: Volunteer Safety and Engagement	20
Appendix D: Distribution Guidelines	24
Appendix E: Equipment and Supplies	33
Appendix F: Emergency Situations and Disaster Response	35
Appendix G: Glossary	42
Appendix H: Site Specific Packets	46



Direct Service Site and Volunteer Agreement June 3, 2025 – July 2026

This is a Direct Service Site and Volunteer Agreement ("Agreement") and is entered into between the following parties:

- Feeding San Diego
- _____, hereinafter referred to as the "Host Organization".
- _____, hereinafter referred to as the "Distribution Partner".
- _____, hereinafter referred to as the "Primary Lead".
- _____, hereinafter referred to as the "Secondary Lead".

Individuals and families served at Direct Service food distributions will hereinafter be referred to as "Neighbors".

The Primary Lead and Secondary Lead will collectively be referred to as "Site Leads". The Host Organization, Distribution Partner, and Site Leads will collectively be referred to as "Program Partners".

Background

The members of Feeding San Diego's Direct Service Network ("Network") are unified by the common mission to connect every person facing hunger with nutritious meals by maximizing food rescue. Capitalized terms used in this Agreement are defined in the Glossary, located in Appendix G.

Feeding San Diego, the Host Organization, the Distribution Partner, and Site Leads agree as follows:

1. Network Charter and Term

1.1. Network Charter

Feeding San Diego and the Program Partners will carry out their relationship, including their activities under this Agreement, in a manner guided by the policies and regulations defined by this Agreement.

1.2. Term

This Agreement will remain in effect during the period beginning on **June 3, 2025, and ending on June 30, 2026** ("Term").

2. Roles and Responsibilities

2.1 Feeding San Diego agrees:

- a) To procure staple food items, refrigerated/frozen foods, and/or produce ("Product") necessary for operating the program. Food types and allotments are dependent on the Direct Service Program Model.
- b) To provide the appropriate amount of Product for Neighbors, coordinate delivery logistics, and facilitate program implementation on an agreed Delivery Schedule.
- c) To make reasonable efforts to ensure the quality and safety of the Product and resources provided, complying with all applicable health and safety regulations.
- d) To provide a primary contact to maintain open communications with all parties, providing updates on relevant program changes and guidance. Communication guidelines are set out in Appendix B.
- e) To provide or coordinate training opportunities for the required parties such as program administration, safe food handling, and nutrition education.
- f) To ensure that all Direct Service Sites meet national and local program objectives and compliancy standards through annual monitoring, inspections, and periodic site visits during designated hours of operation.
- g) To make reasonable efforts to recruit volunteers to support food distribution events, upon request. Volunteer policies are set out in Appendix C.
- h) That the Program Partners will not be held financially or legally responsible for damaged or lost equipment provided by Feeding San Diego. Equipment policies are set out in Appendix E.
- i) That food provided by the Feeding San Diego will come at zero (0) cost to the Program Partners.

2.2 The Host Organization agrees:

- a) To specify dates and times when the property will be available for food distribution, including setup and cleanup times.
- b) To outline the availability of utilities and amenities that will be available during the food distribution. This includes but is not limited to water, restrooms, and shelter in case of an emergency or natural disaster.
- c) To provide a primary contact to maintain necessary communications regarding program changes, updates, or emergencies.
- d) To notify Feeding San Diego of any changes in staff or administration which could affect the operation of the Direct Service Site.
- e) To make reasonable efforts to notify Feeding San Diego of projects, construction, events, etc., which could affect the operation of the Direct Service Site.

2.3 The Distribution Partner agrees:

- a) To host a regular (bi-weekly or monthly) distribution of food.
- b) To abide by all Feeding America and Feeding San Diego compliancy standards regarding program policies, procedures, and record keeping.
- c) To abide by Feeding San Diego Food Distribution policies. Food distribution policies are set out in Appendix D.
- d) To make reasonable efforts to recruit and train volunteers to support the operations of the Direct Service Site.
- e) That staff members and volunteers will not engage in discrimination, in the provision of service, against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran or as otherwise prohibited under the current USDA nondiscrimination statement.
- f) To allow Feeding San Diego staff (or trained volunteer) to conduct, at a minimum, one (1) monitoring visit each year to ensure the policies outlined by this Agreement are upheld, including but not limited to proper food handling, food storage (if applicable), food safety and defense, and personnel safety. Additional monitoring guidelines are available in Appendix D.
- g) To not allow Feeding San Diego items to reenter commercial channels, which would include selling, transferring, or bartering items in exchange for money, property, or services.
- h) That no Neighbor shall be required to pay any monetary fee or provide any form of compensation in exchange for Product distributed.

2.4 The Site Leads agree:

- a) To assume all roles and responsibilities of the Distribution Partner if no Distribution Partner is identified in this Agreement.
- b) To ensure the safe and proper handling of the product, which conforms to all federal, state, and local statutes, ordinances, and regulations.
- c) To abide by all Feeding San Diego volunteer policies and enforce policies with all staff, volunteers, neighbors, and visitors. Volunteer policies are set out in Appendix C.
- d) To submit distribution reports (using the online or paper form provided by Feeding San Diego) no later than the end of day (5:00 PM PST) seven (7) days following the distribution. (Ex. Reporting for a food distribution event on April 5th would be due no later than 5:00 PM on April 12th).
- e) That food delivered to the Direct Service Site cannot be used for other programs, unless previously approved by Feeding San Diego.
- f) To attend required trainings and/or meetings provided by Feeding San Diego.
- g) To have an up-to-date Basic Food Handler's Certification or course equivalent. Additional information is set out in Appendix D.
- h) To make reasonable efforts to distribute information to Neighbors that is provided by Feeding San Diego. This may include, but is not limited to, surveys, nutrition education information, and photo releases.
- i) To be present to receive food deliveries from Feeding San Diego. Food may not be left unattended in an unsecure area.

2.5 Youth Meals Programs Specific Policies

School Pantry and Backpack Programs aim to alleviate child hunger by providing nutritious food to children and their families primarily on school campuses or directly adjacent to schools, in high-need communities.

Program Partners responsible for School Pantry and Backpack Programs additionally agree to maintain a policy regarding background checks for staff and volunteers. Such policy must provide that:

- a) Staff and volunteers who have direct, repetitive, and/or unsupervised contact with children must undergo background checks.
- b) No individual whose background check reveals any convictions of offenses against children may interact with children in a staff or volunteer capacity.
- c) Volunteer involvement of any one-time or non-regular volunteer who has not been subject to a background check must be limited strictly to open and supervised activities with children.
- d) Background checks are conducted and updated at a frequency determined by the Host Organization, or a minimum of every five (5) years.

Feeding San Diego will not reimburse any Program Partners for costs assessed or accrued in maintaining a background check policy.

Feeding San Diego will comply with applicable law regarding the protection of individual and personal data relating to background checks. Additional information on Site Monitoring and Compliance is set out in Appendix D.

3. Agreement Revisions

3.1 Logistical Alterations

Any changes to the logistics of a food distribution event must be approved by Feeding San Diego and all relevant Program Partners prior to implementation.

The logistics of a food distribution includes, but is not limited to, Delivery Frequency, Delivery Rotation, Delivery Day, Distribution Window, Delivery Window, Households Delivered, Reschedules, Cancellations, Distribution Style, and/or Distribution Location. All definitions are set out in Appendix G.

3.2 Term Extension

If there are no significant changes required for this agreement, Feeding San Diego will provide all Program Partners with a Term Extension Agreement three months prior to the Term expiration date. This will document any minor policy changes made throughout the course of the Agreement and extend the Term of the agreement for an additional two years. If significant changes to this Agreement, Feeding San Diego will provide all Program Partners with an updated agreement document.

3.3 Probation

- a) Probation is an accountability action that provides Program Partners with the opportunity to address and resolve performance or other issues.
- b) Feeding San Diego may place a Program Partner on probation if Feeding San Diego reasonably determines that the Host Organization, Distribution Partner, and/or Site Leads: 1) is not operating in a manner materially consistent with the Network Standards and has failed to remedy the issue within 15 days after receipt from Feeding San Diego of notice of such problem; 2) has engaged in practices or delivered services in a manner which may adversely affect product integrity, Network reputation and effectiveness, or relationships with volunteers, Neighbors, and/or guests; 3) has demonstrated a pattern of material non-adherence to the Network Standards.
- c) Feeding San Diego will provide a written notice of probation to Program Partners that specifies the reasons for probation and remedial actions required necessary for relief from probation.
- d) During the period of probation: 1) Feeding San Diego staff (or trained volunteers) will assume the roles and responsibilities of the Host Organization, Distribution Partner, and/or Site Leads; or 2) Feeding San Diego may impose a hold of future deliveries to the Program Partners.
- e) The maximum length of probation is 90 days, unless extended by Feeding San Diego.
- f) Feeding San Diego may lift the probation, at its discretion, upon finding that the Program Partners have adequately addressed the problem(s) specified in the notice of probation.
- g) If Feeding San Diego reasonably determines that the Program Partners have failed to address the problem(s) specified in the notice of probation, Feeding San Diego may: 1) extend the probation for a period not to exceed another ninety (90) days; or 2) terminate the Agreement.

3.4 Withdrawal

- a) The Host Organization, Distribution Partner, and/or Site Leads may withdraw from the Agreement at any time by providing a written notice to that effect to Feeding San Diego. The withdrawal will be effective thirty (30) days after delivery of such notice or at such other date as may be agreed upon by all Program Partners and Feeding San Diego.
- b) Upon notice of withdrawal from the Host Organization, Distribution Partner, and/or Site Leads, Feeding San Diego will make reasonable efforts to: 1) relocate the food distribution event; 2) recruit new Site Leads; or 3) provide the remaining Program Partners and Neighbors with a Site Closure Notice and postpone all deliveries past the effective withdrawal date until necessary roles are filled.
- c) Upon withdrawal, any equipment provided by Feeding San Diego must be returned to Feeding San Diego or (with the approval of Feeding San Diego) handed off to a remaining Program Partner. Equipment policies are set out in Appendix D.
- d) Failure to relocate the distribution or recruit new Site Leads may result in the termination of the Direct Service Site.

3.5 Termination

- a) Feeding San Diego may terminate the Agreement for any reason by providing a written notice to that effect to the Program Partners. The termination will be effective thirty (30) days after delivery of such notice or at such other date as may be agreed upon by all Program Partners and Feeding San Diego.
- b) Feeding San Diego may terminate this Agreement at any time if the following actions are taken: 1) Feeding San Diego placed the Program Partners on probation; 2) Feeding San Diego reasonably determines that the Program Partners have not adequately addressed the problem(s) giving rise to the probation; and 3) Feeding San Diego believes that termination is appropriate.
- c) Upon termination, any equipment provided by Feeding San Diego must be returned to Feeding San Diego. Equipment policies are set out in Appendix D.

3.6 Rejoining Network

A party that has withdrawn or been terminated under this Agreement may rejoin the Network only through the application process for new members.

4. Indemnification and Liability

4.1 Definitions

For the purposes of Section 4, the following terms have these meanings: 1) “Claims” means third-party claims, liabilities, losses, damages, and expenses, including without limitation, claims in respect of death, personal injury, and property damage, and related reasonable attorneys’ fees and expenses; 2) “Host Organization Indemnified Party” means the Host Organization and its directors, officers, employees, volunteers, and agents; 3) “Distribution Partner Indemnified Party” means the Distribution Partner and its directors, officers, employees, volunteers, and agents; 4) “Feeding San Diego Indemnified Party” means Feeding San Diego and Feeding America and their directors, officers, employees, volunteers (including Site Leads), agents, and donors of both products and funds, securities or other assets;

4.2 Indemnification by Feeding San Diego

Feeding San Diego will defend, indemnify, and hold harmless each Host Organization Indemnified Party and Distribution Partner Indemnified Party against all Claims arising directly from Feeding San Diego’s performance of or breach of any representation or obligation in this Agreement.

4.3 Indemnification by Host Organization

The Host Organization will indemnify and hold harmless each Feeding San Diego Indemnified Party against all Claims arising directly or indirectly from:

- Such Host Organization’s performance of or breach of any representation or obligation in this Agreement.
- Such Host Organization’s programs, operations, or facilities including, without limitation, the administration, handling, or distribution of product.

4.4 Indemnification by Distribution Partner

The Distribution Partner will indemnify and hold harmless each Feeding San Diego Indemnified Party against all Claims arising directly or indirectly from:

- Such Distribution Partner’s performance of or breach of any representation or obligation in this Agreement.
- Such Distribution Partner’s programs, operations, or facilities including, without limitation, the administration, handling, or distribution of product.

4.5 Product Liability

This program operates under the fiscal and legal responsibility of Feeding San Diego and its status as a 501(c)(3) organization in collaboration with the Program Partners. The undersigned agents hereby warrant the following:

- The product will be inspected upon receipt and found to be fit for human consumption;
- That all items are accepted in “as is” condition

5. General Provisions

5.1 Entire Agreement

This Agreement sets out the final and complete agreement between Feeding San Diego and the Program Partners and supersedes previous contracts all previous Direct Service Program contracts, agreements, and memorandums of understanding.

5.2 Hosting Multiple Direct Service Sites

If the Host Organization or Distribution Partner plans to host and/or operate multiple food distribution events in collaboration with Feeding San Diego, multiple Signing Pages and Site-Specific Packets will be created.

5.3 Controlling Document

If there is any inconsistency between the body of this Agreement and any appendix, the text of this Agreement will control.

5.4 Other Contracts

Program Partners may be engaged in agreements with other organizations or food banks and receive product from other sources to distribute at the same time and location as product received from Feeding San Diego. For clarity, no other programs, or agreements with other organizations will supersede or amend this Agreement, nor will they be accepted as valid reasoning for failing to abide by the policies set out by this Agreement.

5.5 Notices

Notices must be in writing and delivered personally by U.S. mail or be sent by email. Delivery of written notices by U.S. mail shall be addressed in the following manner:

Feeding San Diego: Direct Services
9477 Waples St, Ste. 100
San Diego, CA 92121

Personal delivery of a written notice to the address above must occur during our normal hours of operation:

Monday – Friday
8:00 AM – 4:00 PM

For delivery of written notices by email, please follow the communication standards found in Appendix B.

By signing below, I am certifying that I have read, reviewed, understand, and agree to abide by all the above terms.

Direct Service Distribution Site: _____

Host Organization

Distribution Partner

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Primary Lead

Secondary Lead

By: _____

By: _____

Name: _____

Name: _____

Title (optional): _____

Title (optional): _____

Feeding San Diego

By: _____

Name: _____

Title: _____

The following appendices set out substantive contractual requirements and other terms; they are fully part of this Agreement. Signature above constitutes agreement to all provisions of this Agreement including the provisions set out in all the appendices.

Request for Certificate of Insurance

Feeding San Diego will provide a Certificate of Insurance (COI) upon request. If the Host Organization or Distribution Partner requires a COI, please check the boxes below.

☐ Host Organization Requires a COI

☐ Distribution Partner Requires a COI

Appendix A

Feeding San Diego Organizational Structure

1. Overview

1.1. Introduction to Our Mission

Feeding San Diego's mission is to connect every person facing hunger with nutritious meals by maximizing food rescue with the vision of a hunger-free and healthy San Diego.

1.2. Vision and Values

Feeding San Diego envisions a hunger-free and healthy San Diego. Staff and volunteers work hard each day to serve community members and uphold the company values: A.S.C.E.N.D.

- **Agility:** We are dedicated to adaptability, flexibility, and continuous improvement
- **Stewardship:** We are committed to managing every gift of time, funds, and voice responsibly
- **Collaboration:** We partner throughout the community to maximize reach and efficiency
- **Environment:** We protect the environment through responsible food sourcing and business practices
- **Nutrition:** We know that nutritious food is a transformative force to health and well-being
- **Dignity:** We embrace diversity and believe in the power of dignity and kindness

1.3. History and Impact

Feeding San Diego's first distribution was held on October 9, 2007, in the parking lot at San Diego Rescue Mission. Several weeks later, San Diego County suffered from disastrous firestorms that displaced hundreds of thousands of individuals. In the first week of the fire with only two employees, Feeding San Diego secured and delivered 515,000 pounds of emergency supplies, including food, water, and other grocery items, to evacuees, firefighters, and volunteers.

In February of 2008, Feeding San Diego moved into a 30,000 square-foot warehouse to better serve families in need. Later in 2010, the organization relocated to a new 50,000 square-foot distribution center in Sorrento Valley and quickly emerged as the leading hunger-relief organization in the county the following year.

Feeding San Diego continues to grow to meet the needs of communities across San Diego County, providing more than 35.4 million meals every year to children, families, seniors, college students, military families, veterans, people facing homelessness, and other underserved populations.

2. Organizational Structure

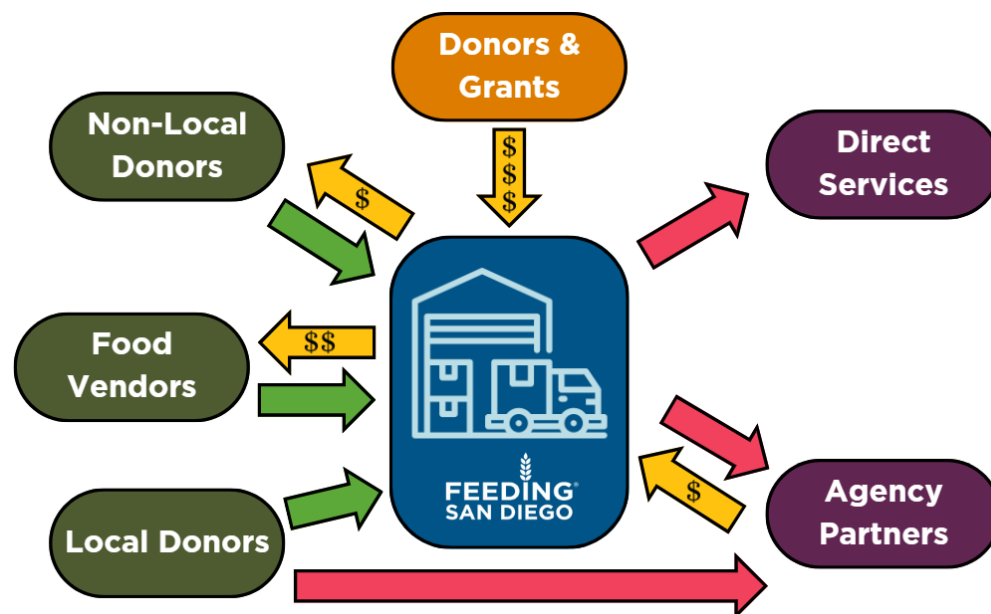
2.1. Operational Framework

Feeding San Diego takes a different approach from traditional food banking with a flexible decentralized model that allows for Feeding San Diego teams to decide whether to keep food local or bring the product to Feeding San Diego's Distribution Center.

The implementation of this model has been focused on local Agency Partners and Member Programs, not Direct Service Sites. Feeding San Diego's Strategic Plan for FY25 to FY28 is to expand the decentralized model to all programs and distribution sites, increasing food freshness and variety in all communities across San Diego County.

2.2. Flow of Food

The diagram below is a simplified visual guide that provides a clear representation of the intricate processes involved in ensuring food reaches those in need efficiently and safely.



Feeding San Diego is a designated 501(c)(3) non-profit that is funded by philanthropic and community support. Primarily, funds are used to source food from local, state, and national partners. The FY2021-22 Annual Report states that Feeding San Diego distributed over 41 million pounds of food.

There are more than 225 farms and packing sheds that Feeding San Diego rescues high-quality food from. These are our Non-Local Donors and are typically spread out across the state of California. While this food is rescued and considered donated, Feeding San Diego does pay some fees including labor and transportation. Food rescued from these locations comes in large quantities and is thus delivered to Feeding San Diego's Distribution Center to be gleaned and distributed amongst Feeding San Diego's Programs.

Feeding San Diego also works with over 600 Local Donors throughout San Diego County. The first goal is to connect the Local Donor with an Agency Partner for immediate distribution. This reduces the carbon footprint of the donation by eliminating significant transportation times, increases Feeding San Diego's range/capacity for food rescue operations and maintains the food's freshness. When necessary, food donations from Local Donors will be routed to Feeding San Diego's Distribution Center.

Feeding San Diego will also purchase food from Food Vendors. This is done to help provide a variety of products for Neighbors with a focus on well-balanced meal plans and nutrition.

Feeding San Diego distributes food to Neighbors in many ways, but all these methods fall into 1 of 2 categories: Agency Partners or Direct Services.

Agency Partners operate hunger relief programs under their own organizational authority and in partnership with Feeding San Diego (This includes Member Programs as they are sponsored by Agency Partners). Agency Partners are required to pay minimal fees to Feeding San Diego and must meet certain eligibility requirements.

Direct Service Programs are operated under Feeding San Diego's Public Charity Status. These programs are thus operating under the financial and legal responsibility of Feeding San Diego and its status as a Public Charity. A more detailed description of all Direct Service Programs can be found in the next section.

3. Program Descriptions

3.1. Direct Services Overview

Direct Service Programs are hunger relief operations that are completed under Feeding San Diego's Public Charity Status. Programs include:

- Mobile Pantry Program (MP)
- Produce Pantry Program (PP)
- School Pantry Program (SP)
- Backpack Program (BP)
- Feeding San Diego Marketplace (FSDM)
- Summer Food Service Program (SFSP)
- Feeding San Diego Summer Meals Program (SM)
- Emergency Food Programs (EF)
- Community Partnership Events (CPE)
- Large-Scale Distributions (LS)

The key factors that determine a food distribution event's Program designation include, but are not limited to:

- The Host Organization's status as a Public Charity or church
- Demographics of the intended Neighbors served at the food distribution event.

The amount of food that is delivered to a Distribution Sites is dependent on several factors that include, but are not limited to:

- The anticipated number of Households served at a food distribution.
- The Direct Service Program that a Distribution Site is a part of. Each program allocates a certain amount of food per Household.
- Availability of Direct Service Program Annual Budgets. New Direct Service Sites and Requests for Increases in Food Delivered may not be fulfilled immediately as program increases are limited to our approved annual budgets.

3.2. Mobile Pantry and Produce Pantry Programs

The Mobile Pantry and Produce Pantry Programs are both designed with the goals of the improving the health of families by increasing access to nutritious foods and reducing food insecurity in food deserts and rural areas of San Diego.

Mobile Pantries receive a variety of products (including fresh produce, staple goods, etc.). Produce Pantries are produce-only Mobile Pantries.

There are two distribution styles that are commonly used for the Mobile Pantry and Produce Pantry Programs. These distribution styles include Walk-Up distributions and Drive-Through distributions. For additional information on the distribution styles, please see Appendix D: Distribution Guidelines, Section 2.2 Direct Service Distribution Styles.

3.3. School Pantry and Backpack Programs

The School Pantry and Backpack Programs aim to help alleviate child hunger by providing nutritious food to children and their families primarily on school campuses or directly adjacent to schools, in high-need communities.

School Pantries can be held as a Walk-Up distribution, Drive-Through distribution, or as an Onsite Pantry. For additional information on the distribution styles, please see Appendix D: Distribution Guidelines, Section 2.2 Direct Service Distribution Styles.

The Backpack program provides students with an easy-to-carry bag filled with healthy staple items and fresh produce to keep kids fed over the weekend.

3.4. Feeding San Diego Marketplace

Feeding San Diego is proud to have its very own community marketplace at Feeding San Diego's Distribution Center in Sorrento Valley.

This is a full-choice market, in which neighbors pick out all their own food from shelves stocked by volunteers. For additional information on the distribution styles, please see Appendix D: Distribution Guidelines, Section 2.2 Direct Service Distribution Styles.

3.5. Summer Food Service Program

More commonly referred to by its acronym, SFSP, the Summer Food Service Program is a federally funded, state-administered program that provides reimbursement to organizations (in this case Feeding San Diego) who provide meals to summer sites. This provides kids and teens with continued access to healthy and nutritious food while school is generally not in session. Given the funding requirements, there are additional eligibility requirements for SFSP.

3.6. Feeding San Diego Summer Meals Program

Feeding San Diego Summer Meals Programs are temporary Distribution Sites that open during the summer months to provide continued access to nutritious food and food assistance to children and their families when school is generally out of session. These can include sites that do not meet SFSP eligibility requirements.

3.7. Emergency Food Programs

Emergency Food Programs include Emergency Food Boxes and Disaster Recovery & Relief Distributions. Emergency Food Boxes offer nonperishable food kits and produce to individuals and families in need. Neighbors can request an Emergency Food Box at Feeding San Diego's front desk during business hours.

Disaster Recovery & Relief Distributions are pop-up distributions in areas impacted by an emergency or disaster. For additional details on Disaster Recovery & Relief Distributions, please see Appendix F.

3.8. Community Partnership Events

Community Partnership Events are special events with a food distribution component that are requested by individuals and/or organizations who are currently an Agency Partner or external to Feeding San Diego.

Direct Service Sites may request special event distributions through their Direct Service Coordinator, but this is not classified as a Community Partnership Event. Details should be provided by the Program Partners when requesting a special event distribution that falls outside of the Delivery Schedule.

3.9. Large-Scale Distributions

Large-Scale Distributions are food distributions hosted by Feeding San Diego. While not limited by purpose or intent, Large-Scale Distributions are often planned to align with holidays or specific organization campaigns.

Appendix B

Communication Standards

1. Communication Protocols

1.1. Official Channels of Communication

Feeding San Diego's Direct Service Team aims to provide direct and timely communication with all parties. We appreciate your patience and understanding as we work to address your questions, concerns, and issues. Feeding San Diego's Direct Service Team consists of the following members:



Chase Eckman
Direct Services Manager
ceckman@feedingsandiego.org



Serene Jneid-Ruparelia
Direct Services Assistant Manager
sjneid-ruparelia@feedingsandiego.org
(858) 768-7423



Misha Moseley
Direct Services Coordinator
mmoseley@feedingsandiego.org
(858) 283-8997



Segen Ande
Direct Services Coordinator
sande@feedingsandiego.org
(858) 336-2848

1.2. Frequency and Types of Communication

In the fast-paced and dynamic environment that Feeding San Diego operates in, effective communication is vital for maintaining a cohesive network of food distribution sites. Sites Leads may always contact their assigned Direct Service Coordinator directly with questions, concerns, and issues.

An additional method of communication includes the:

Direct Service Communications Form

which includes the following types of communications:

Type	Description	Frequency
Post-Distribution Reports	MANDATORY: <i>Documentation of the number of households served and any specific notes regarding the distribution. This includes reporting for HHs served, Resupply Requests, and photo submissions for Volunteer Sign-In Sheets and bad produce.</i>	Walk-Up & Drive-Thru: <i>No later than 5:00 PM, 7 days following the distribution.</i> Onsite Pantries: <i>1 Report is submitted for each delivery. Reports should be submitted no later than the day of the next delivery at 5:00 PM.</i>
Changes to Delivery	OPTIONAL: <i>Requests from the Site Leads, Distribution Partner, or Host Site, dealing with:</i> <i>- Rescheduling Deliveries</i> <i>- Cancelling Deliveries</i>	ALL SITES: <i>Requests should be made with a minimum of 10 days' notice. Reasonable efforts will be made to accommodate all requests, but this cannot be guaranteed.</i>
Increase/Decrease Amount of Food	OPTIONAL: <i>Requests can be made to increase or decrease the amount of food delivered to a distribution site (measured in households).</i>	ALL SITES: <i>Submitted when Site Leads notice significant and consistent changes in distribution attendance. Reasonable efforts will be made to accommodate all requests, but this cannot be guaranteed.</i>

Type	Description	Frequency
Contact Information Update	<p>OPTIONAL: Contact information updates for Site Leads, Distribution Partner points of contact, Host Organization points of contact.</p>	<p>ALL SITES: Contact information updates should occur as soon as possible.</p> <p>If the point of contact is changing, notification of withdrawal should follow the policy set out in the Agreement. For more details, see Agreement, Section 3.4.</p>
Requests for Flyers	<p>OPTIONAL: The distribution of flyers that are: informational, educational, or promoting an event, may be requested. Examples include policy updates, special events aligned with Feeding San Diego's mission, nutrition education.</p>	<p>ALL SITES: Requests can be made for Feeding San Diego to provide flyers (delivered digitally or printed in-house).</p> <p>FEEDING SAN DIEGO: Feeding San Diego may include flyers on a delivery order to be distributed by the Site Leads and volunteers. Site Leads will be notified via email or phone about the flyers prior to delivery.</p>
Requests for Additional Distributions	<p>OPTIONAL: If a special event is occurring outside of a Distribution Site's Delivery Schedule, Program Partners may request an additional distribution for the special event.</p> <p>Program Partners may request one or multiple Disaster Recovery & Relief food distributions in response to a disaster.</p>	<p>ALL SITES: Requests should be submitted as soon as possible. All the required information should be included in requests, with the exception of Disaster Recovery & Relief Distributions. Reasonable efforts will be made to accommodate all requests, but this cannot be guaranteed.</p>

Type	Description	Frequency
Incident Reports	MANDATORY: <i>Assessment and documentation of accidents that occur in a Feeding San Diego distribution area and/or because of a Feeding San Diego food distribution.</i>	ALL SITES: <i>Submitted when an accident occurs. This includes volunteer injuries, damaged property, and/or incidents that require the services of emergency responders. For more details, see Appendix F.</i>

1.3. Other Types of Communication

All forms of communication between Program Partners and Site Contacts may be completed using the following methods:

- Email
- Phone (Call or Text)
- In-person
- Video Calls (Teams, Zoom, or WebEx)
- Written – Delivered to Feeding San Diego’s Distribution Center or to a Feeding San Diego staff member.
- The Direct Service Communications Form

2. Confidentiality and Information Sharing

2.1. Confidentiality Policy

Feeding San Diego prioritizes the protection of Neighbor and volunteer data and personal information. All forms of communication between Feeding San Diego Direct Service Team Members and Program Partners will be documented, recorded, and/or filed to ensure quality communications from all parties.

2.2. Information Sharing

Volunteer data and information may be shared between staff members of Feeding San Diego (external to the Direct Service Team) if the volunteer has given explicit permission and the use of deidentified information does not meet the needs of a request for information. Volunteer data and information will only be shared with parties external to Feeding San Diego if the volunteer has given explicit permission for their information to be shared, it is deemed essential, and the use of deidentified information does not meet the needs of a request for information.

Neighbor data and information will not be shared externally from Feeding San Diego’s Direct Service Team. Neighbors will be provided the option to opt out of being included on any data sharing programs. Data sharing programs must deidentify all Neighbor data prior to sharing information outside of Feeding San Diego’s Direct Services Team.

Appendix C

Volunteer Safety and Engagement

1. Volunteer Safety

1.1. Introduction to Volunteer Safety

A comprehensive guide detailing safety protocols not only ensures that all volunteers and Neighbors are safe at a food distribution, but it also fosters a relationship of trust between Feeding San Diego and the community. In this appendix, Volunteer Safety Policies will be italicized and additional notes regarding the policy will be in subsequent bullet points.

Violation of these policies are grounds for Probation of Site Leads, the Distribution Partner, and/or the Host Organization as detailed in Section 3 of the Agreement.

1.2. General Volunteer Safety

Closed-toe shoes are required to be worn by all volunteers and Distribution Guests at all Direct Service Distributions.

- Distribution Guests includes individuals and/or organizations invited to a distribution (regardless of if the invitation is or is not in a volunteer capacity).
- This is NOT inclusive of Neighbors. Neighbors should NOT be turned away for the style or state of their attire.

Running, horseplay, and stepping on pallets is not permitted by any individuals at a Direct Service Distribution.

Volunteers are not permitted to utilize any heavy equipment (including but not limited to manual pallet jacks, electric pallet jacks, forklifts, etc.) unless approved and trained by Feeding San Diego staff.

- This policy is specific to heavy equipment owned, operated, and maintained by Feeding San Diego.
- Heavy equipment owned and operated by a Host Organization should not be operated within a Feeding San Diego Distribution Area without prior approval by a Feeding San Diego Direct Services staff member and should follow all policies and procedures of the Host Organization.
- Additional equipment policies are in Appendix D.

No one under the influence of drugs and/or alcohol will be permitted to volunteer.

Proper lifting technique should be used when lifting heavy objects. Objects heavier than 50 lbs should be lifted by 2 or more individuals.

- Proper lifting technique: use your legs to push upwards, keep your back straight and your body balanced.

Cell phones should only be used in designated areas away from the Distribution Area.

- Designated areas should be a minimum of 10 ft away from the Distribution Area.
- Volunteers using their phones in this area should be reminded to wash their hands (if available, hand sanitizer should be used when not available) and get a new pair of gloves prior to returning to the volunteer shift.

Site Leads must report any accidents or injuries to Feeding San Diego staff.

- Sites Leads should follow the guidelines located in Appendix F.

1.3. Volunteer Registration

All volunteers supporting a Feeding San Diego Direct Service food distribution must have a Volunteer Waiver on file with Feeding San Diego.

- Volunteer Waivers must be renewed every two years.
- Volunteers under the age of 18 must have their waiver signed by their parent or legal guardian.
- Adult Chaperones cannot sign the waiver of a volunteer under the age of 18 if they are not the parent or legal guardian of that volunteer.

Volunteers are required to check-in and check-out when volunteering at any Feeding San Diego Direct Service food distribution.

- Volunteer Check-In and Check-Out must be completed at the time of a volunteer's arrival or departure (respectively).
- All Volunteer Sign-In Sheets must be returned to Feeding San Diego's Direct Service Team, via the Golden Volunteer Check-In Kiosk, Post-Distribution Reports, or paper form delivered to Feeding San Diego staff.
- In an emergency, the volunteer roster is used for an emergency roll call.

1.4. Volunteer Age

General Volunteer Program: Volunteers must be 16 years of age or older to participate.

- Site Leads have the option to participate in Feeding San Diego's Youth Volunteer Policy (see below).

Youth Volunteer Policy: At approved Direct Service Distributions, volunteers must be 13 years of age or older to participate. Volunteers ages 13 to 16 must be accompanied by an adult at a ratio of 3 minors to 1 adult.

- Site Leads should reach out to their designated Direct Services Coordinator if they wish to be approved for this policy.
- Distributions in which Feeding San Diego Direct Service staff are leading or consistently present are innately participating in the Youth Volunteer Policy.

2. Volunteer Engagement

2.1. Best Practices

Feeding San Diego relies on its vast network of passionate volunteers to glean, pack, and distribute food across San Diego County. The following are best practices recognized by our team as ways to improve volunteer experience and foster a positive environment for all.

- **Welcome Brief:** Whether a volunteer is brand new to food distributions or a regular, it is important to welcome all volunteers. Ensure that all volunteers understand the flow of the distribution, noting anything that may be unique to that specific day.
- **Delegation:** Site Leads should delegate tasks to volunteers as much as possible. This allows Site Leads to focus on engaging with all volunteers (checking in to answer questions, course correct, foster community relationships), overseeing all distribution efforts, and handling other administrative tasks.
- **Share your Impact:** Remember to share how many families you served at the distribution with your volunteers. This should be done at the end of each distribution before volunteers leave but can also be done periodically throughout the shift.

2.2. Conflict Resolution

If a volunteer raises issues or concerns that are not easily solved by one of the Site Leads, Site Leads are asked to refer to the following steps:

- **Step 1: Acknowledge the Conflict**
 - Respond with kindness and empathy; remember that, regardless of the issue, a volunteer is distressed or concerned.
 - While the issue may be a misunderstanding of a policy, it is an issue for the volunteer, and Site Leads should work to identify the root cause.
- **Step 2: Gather Information**
 - If the conflict is a disagreement between two parties, listen to both sides fully, allowing each side to share without interruption.
- **Step 3: Agree on the Problem**
 - Define what the issue or concern is. All parties should be able to agree on the nature of the conflict and have a shared understanding of the situation.
- **Step 4: Resolution or Possible Solutions**
 - Site Leads should explain any applicable policies to all parties.
 - If this does not solve the issue, brainstorm ideas together and have an open conversation about what the pros and cons are for each proposed solution (encouraging reasonable compromise from both sides).

If the issue persists, or if Site Leads are uncomfortable addressing a volunteer's concerns, or if Site Leads feel they may have bias dealing with specific volunteers/issues, Site Leads are encouraged to reach out to their Direct Services Coordinator for support.

3. Golden Volunteer Platform

3.1. Introduction

Feeding San Diego works with the software platform, Golden, to manage volunteer opportunities and maintain an organized volunteer database. Every program is eligible to utilize Golden through Feeding San Diego's agreement. Site Leads that choose to use Golden will become "Opportunity Managers" and have access to:

- Paperless Volunteer Waivers
- Web-Based Volunteer Check-In Kiosk (digital sign-in sheet)
- Viewing and editing capabilities on designated Volunteer Opportunities
- (Optional) Receive email notifications related to their Volunteer Opportunities

3.2. Getting Involved

The use of Golden by Site Leads requires additional training. Interested Site Leads should inform their Direct Services Coordinator.

Appendix D

Distribution Guidelines

1. Distribution Policies

1.1. Introduction to Distribution Policies

The following policies outline the key regulations for all Feeding San Diego Direct Service Distributions. Distribution Policies will be italicized and additional notes regarding the policy will be in subsequent bullet points.

Violation of these policies are grounds for Probation of Site Leads, the Distribution Partner, and/or the Host Organization as detailed in Section 3 of the Agreement.

1.2. Food Safety

There must be at least one staff member or volunteer present at any Feeding San Diego Direct Service Distribution who holds an up-to-date Food Handler's Certification.

- Feeding San Diego offers a free Food Handler's for Food Banking Certification course.
- Feeding San Diego does not reimburse volunteers who pay for their own Food Handler's Certification.

Food must be kept on a wooden pallet or a minimum of 6 inches off the ground. Food that touches the ground is considered food waste and should be discarded immediately.

- Boxes and bags containing food must also be kept on a wooden pallet or a minimum of 6 inches off the ground.

Volunteers handling fresh produce must wear food safe gloves at all times.

- Volunteers should change their gloves when: switching tasks, returning from a break/using a phone, gloves become damaged.

Food and beverages (other than closed bottles of water) must be consumed away from the distribution area, a minimum of 10 feet.

- It is strictly against policy for a volunteer to snack on or sample food that is being distributed while packing, gleaning, or distributing food.

1.3. Food Allotment

Food should be distributed to Neighbors at the quantities designated by the Feeding San Diego Direct Services Team.

- Distribution Supply Kits include a scale; the average number of a produce that is roughly the designated quantity can be used after the initial weighing/count.
- If the anticipated number of Neighbors (households) is greater than the amount of food provided by Feeding San Diego, please submit a request to increase via the Direct Services Communications Form. If deemed necessary by Site Leads, Food allotment per Neighbor may be decreased to ensure equity between all attending Neighbors.

1.4. Redistribution

Redistribution of food is not allowed in any form under any circumstances.

- Redistribution of food is when an individual or organization receives Product from a Feeding San Diego Direct Service Distribution and the individual or organization hosts an organized food distribution.
- Redistributions eliminate Feeding San Diego's oversight over food safety and defense. Important safety measures (including but not limited to food traceability, notification of recalls, food safety and defense training) are removed when food is distributed through redistribution efforts.
- See "You +2" policy for homebound Neighbor solutions.
- Onsite Pantries are the only distributions that are allowed to store Product.
- Site Leads, Distribution Partners, and Host Organizations should make reasonable efforts to stop Feeding San Diego Product from being redistributed or from reentering commercial channels.
- All Direct Service Distribution Sites must go through the proper channels and the official application process.

1.5. Leftover Food

Food allotment per household may be increased by Site Leads if a distribution is nearing its end and there is and there is a significant percentage of the food remaining.

- Onsite Pantry Style Distributions are the only Distribution Sites that are allowed to store Product and continue distribution operations.
- Sites Leads should contact their coordinators if there is leftover food.

1.6. Bad Product

Product received by a Direct Service Site that is excessively moldy, has significant damage, or is deemed not safe for consumption may be rejected at delivery and returned to Feeding San Diego.

- Product should only be rejected if more than 50% is excessively moldy or damaged. Rejection of a Product is in full and cannot be partially rejected.
- Please include a note in the Post-Distribution Report with multiple pictures of the bad Product.

1.7. **Post-Distribution Report**

Post-Distribution Reports must be submitted no later than 5:00 PM, 7 days following the distribution. Onsite Pantries should submit 1 Post-Distribution Report for each delivery no later than 5:00 PM the day of the next delivery.

1.8. **Plastic Bags**

Site Leads should encourage Neighbors to bring their own reusable bags. Single-use plastic bags will be provided to sites by Feeding San Diego, upon request, based on Distribution Style.

- Walk-Up Distributions: Not eligible
- Drive-Through Distributions: 1 bag per HH for dry goods, 1 bag per HH for produce.
- Onsite Pantries: Not eligible
- Hybrid Sites: Determined on a case-by-case basis.

1.9. **“You + 2” Policy**

Drive-Through Distributions: A single vehicle can receive food for up to 3 households.

- This is the policy even if there are more than 3 households in a vehicle.
- Neighbors are encouraged to coordinate their transportation appropriately.

All other types of distributions: A single household can receive food for up to 3 households.

The “You + 2” Policy is intended to provide Neighbors with an option to receive food assistance if they are ill, homebound, or unable to attend a distribution. However, it is necessary to add a limitation to this process to prevent Redistribution. “3 Households” is the maximum amount that a single household/vehicle can receive. Site Leads may not increase this number, but they currently have the option to reduce this number if the number of households served is consistently greater than the current amount of food that is delivered.

1.10. **Volunteer Food**

No special treatment should be given to volunteers that choose to receive food from the food distribution they are supporting.

- If it is clear that food will run out before the distribution ends, volunteers may set food aside for themselves. If the distribution is halfway over and more than half of the food is gone, it is reasonable to determine that food will likely run out. This decision is made by the Site Lead(s).
- Volunteers must receive the same amount of food as all other Neighbors and are not exempt from any distribution policies, such as “You + 2”.
- All volunteers who take food should be included in the total number of households served.

1.11. Animals at Distributions

Pets and animals are not allowed at any Feeding San Diego Direct Service Distribution by volunteers, Neighbors, or Distribution Guests, with the exception of Service Animals accompanying those who have disabilities.

- Non-service animals and emotional support animals must remain at least 50 feet away from the distribution area.
- If a pet or animal is accompanying a Neighbor at a Drive-Through Distribution, volunteers should try to place food in a space that cannot be reached by the pet(s).
- If it is unclear whether a pet is a service animal, Site Leads may ask the following questions:
 - Is the pet a service animal required because of a disability?
 - What work or task has the service animal been trained to perform?
- Site Leads may not:
 - Request any form of documentation regarding the service animal's registration, licensing, or certification as a service animal.
 - Require that the service animal demonstrate its task.
 - Inquire about the nature of the person's disability.

1.12. Emergency Situations

In the event of an emergency, Site Leads should follow all federal, state, and local statutes, ordinances, regulations, or guidance that is provided by public officials and/or emergency responders. Feeding San Diego will provide additional guidelines and updates regarding the status of a food distribution. Appendix F provides additional information for emergency situations.

2. Monitoring and Compliance

2.1. Feeding San Diego Monitoring Visits

Feeding San Diego must conduct, at a minimum, 1 monitoring visit each year to ensure the policies outlined by this Agreement are upheld, including but not limited to proper food handling, food storage (if applicable), food safety and defense, and personnel safety.

Feeding San Diego will not conduct surprise or unannounced monitoring visits. Feeding San Diego staff will contact Program Partners to schedule and coordinate visits ahead of time.

2.2. Monitoring Checklist

When a monitoring visit is conducted, the following bullets will be reviewed. Primary bullets describe the general topic. Secondary bullets list the required documentation and points of inspection.

- Food Safety and Defense
 - Primary or Secondary Site Lead is present.
 - Product is not placed on the ground.
 - Volunteers wear gloves when handling Product.
 - Product is gleaned for food safety.
 - Outside food and beverages (except closed bottles of water) are not consumed within 10 ft of the Distribution Area.
 - Site Leads have their Food Handler's Certifications or Feeding San Diego equivalents on file.
 - Food is not left unattended in an unsecure area.
 - Time/Temperature Controlled Product is within safe range (applicable only to sites that receive Time/Temperature Controlled Product).
 - Handwashing signs are present (applicable only to Onsite Pantries).
 - Trash cans are covered and 6 ft away from food (applicable only to Onsite Pantries).
 - Food storage areas are regularly cleaned (applicable only to Onsite Pantries).
 - Onsite Pantries have a Pest Control Plan on file (applicable only to Onsite Pantries).
- Personnel Safety
 - Volunteer Check-In is completed.
 - Line of Neighbors is well-managed. Neighbors are not lined up in areas of active traffic or in a way that would impede traffic/limit the site's accessibility to emergency services.
 - Volunteers follow all safety policies and procedures outlined in Appendix C.
- Background Checks (applicable only to School Pantry and Backpack Programs)
 - A list of all staff and volunteers who meet the criteria set out in the Agreement and require a background check.
 - The date of the last background check conducted for each staff/volunteer in which a background check is required.

3. Distribution Models and Styles

3.1. Choice Models of Distribution

Choice distribution models allow for Neighbors to choose their food. Choice models are more dignified for Neighbors and prevent more food from being wasted. Levels of Choice include:

- No Choice
 - Boxes/bags are packed in advance, and everyone receives the same items.
- Limited Choice
 - Neighbors can choose between options of prepacked boxes/bags.
 - Neighbors may also be able to decline foods or choose additional items.
- Modified Choice
 - Neighbors can choose from a menu of options or tell volunteers what they want. Volunteers then select and bag food.
- Full Choice
 - Pantry feels like a mini-supermarket, or farmer's market. Neighbors touch and select their own food.
 - Pantry can still set limits on amount of food.

3.2. Direct Service Distribution Styles

In most cases, Site Leads have the option to select which Distribution Style(s) they operate. This is because Distribution Styles are based on the needs of the community and the capacity of the volunteers running the distribution. Distribution Styles include:

- Walk-Up
 - Neighbors arrive on foot and walk through the distribution line to receive food.
 - Can accommodate all Choice Models.
- Drive-Through
 - Neighbors remain in their vehicles and volunteers place food into the vehicle for volunteers.
 - Can accommodate Limited Choice and No Choice options.
- Onsite Pantry
 - Onsite pantries have a dedicated space in which Neighbors can access. This is the only option where food can be stored overnight and distributed on a day that is different from the Delivery Day. Onsite Pantries have additional requirements, including Pest Control Logs, Temperature Control for any refrigeration units, and Cleaning/Sanitation Logs.
 - Can accommodate all Choice Models.

- Hybrid
 - Hybrid distributions occur when a Distribution Site opts to combine multiple Distribution Styles.
 - Most commonly, this is seen as a Walk-Up distribution with a Drive-Through option or an Onsite Pantry that also hosts a Walk-Up Distribution on the Delivery Day.

4. Distribution Planning

4.1. Site Layouts and Routing

Site Layouts document the set-up and execution of a food distribution. These should clearly indicate the distribution area and flow of traffic. All sites should have a Site Layout on file with Feeding San Diego and have a copy on hand at each distribution.

When creating a Site Layout, it is crucial that volunteer and Neighbor safety are the primary focus. Safety notes to consider:

- Drive-Through Styles
 - The line(s) of vehicles should minimize turning as much as possible. If an accident occurs, it is safer to have a vehicle's wheels pointed straight towards the next car in line. This reduces the chance of a vehicle accidentally veering off into the distribution area where volunteers are working.
 - The line(s) of vehicles should not impede traffic on roads. Vehicles should be routed in a way that is contained within the distribution area.
- Walk-Up Styles
 - The line of Neighbors should not extend into an area of active traffic.
- General Safety Notes
 - Traffic Cones can be used to cordon off areas to ensure the safety of all Neighbors and volunteers. This must be approved by the Host Organization prior to implementation.

4.2. Scheduling

Feeding San Diego has several definitions and standards that are used for describing deliveries that simplify the scheduling process and provide a natural cadence for deliveries. While other terms are also used during this process, the following terms are the most common terms used by the Feeding San Diego Direct Service Team. These terms can also be found in Appendix G, Glossary.

Term	Definition	Options/Examples
Delivery Schedule	Refers to the specific dates that are scheduled for a distribution site through the entirety of Feeding San Diego's Fiscal Year (July 1 to June 30).	N/A
Delivery Frequency	Refers to the number of deliveries that are received by a Distribution Site each month.	Bi-Weekly Monthly
Delivery Rotation	Refers to the Week Number(s) that a delivery is received. *Weekly was almost entirely phased out due to the inconsistency of 5 th weeks which negatively impacted the accuracy of food sourcing.	Bi-Weekly: 1 st & 3 rd 2 nd & 4 th Monthly: 1 st 2 nd 3 rd 4 th
Delivery Day	Refers to the Day of the week that a delivery is received.	Monday Tuesday Wednesday Thursday Friday
Distribution Window	Refers to the time at which the food distribution operates. Includes both start and stop times.	9:00 AM to 11:00 AM
Delivery Window	Refers to the time at which a delivery is scheduled to arrive at a Distribution Site. Feeding San Diego's transportation Team requires a minimum of a two-hour delivery window that must take place before the distribution.	7:00 AM to 9:00 AM
Households (HH) or Households Delivered	Refers to a single household (families and/or individuals) and is a base unit of measurement used by Feeding San Diego. In the context of scheduling, Households Delivered describes the amount of food that is delivered.	Food is allotted per HH by the Program type.

Term	Definition	Options/Examples
Reschedules	If a distribution on a Site's Delivery Schedule is unable to occur, Site Leads should work with their Direct Service Coordinator to reschedule the date of their delivery and distribution.	Made via the Direct Services Communication Form.
Cancellations	If a distribution on a Site's Delivery schedule is unable to occur and unable to be rescheduled, the delivery and distribution will be cancelled.	Made via the Direct Services Communication Form.

5. Neighbor Engagement

5.1. Respect and Dignity

Feeding San Diego's Direct Services Team is proud to be a part of communities across San Diego and welcomes all Neighbors that need food assistance. We ask that our Site Leads and volunteers support our mission by showing Neighbors respect and providing them with a dignified experience.

5.2. Handling Difficult Situations

When interacting with Neighbors, especially those who appear frustrated or upset, it is important to lead with empathy. Despite what a situation may look like on the surface, our goal is to enforce and communicate our policies while maintaining a welcoming environment. Here are some notes that our team has found helpful when handling difficult situations:

- Avoid cutting Neighbors off mid-sentence. While you may know what their question is after the first few words, cutting someone off can come across as their question/comment/concern is unimportant or unvalidated. It can even be helpful to rephrase their question back to them to show active listening.
- Answer on behalf of Feeding San Diego. Distribution Sites often have many Neighbors that attend distributions regularly. Remember that you are representing Feeding San Diego with your response to a Neighbor's questions/comments/concerns. We ask that you try your best to remove any personal experience that you may have with any Neighbor and respond with kindness.
- You can always refer up. If there is a situation with a Neighbor that seems that is unable to be resolved, please have the Neighbor contact your Direct Service Coordinator. If a Neighbor is referred to our team, we ask Site Leads to contact their Coordinator and provide details on the situation. This will provide our team with the necessary context to respond to the Neighbor appropriately.

Appendix E

Equipment and Supplies

1. Equipment and Supply Types

1.1. Distribution Supplies

Distribution Supplies are single-use consumable items intended for one-time use during the process of food distribution. These supplies are crucial for maintaining food safety and efficiency in food distribution operations. Items that considered Distribution Supplies include:

- Gloves
- Sanitizer Wipes
- Trash Bags
- Hand Sanitizer
- Plastic Bags for Food Packing*

*Plastic Bags for Food Packing are not available for Resupply Requests as this item strictly follows the Distribution Policy, Plastic Bags (Appendix D, Section 1.8).

All Distribution Supplies are the property of Feeding San Diego. Upon the withdrawal of a Program Partner or the termination of a Program Site, all unused Distribution Supplies must be returned to Feeding San Diego, via directly to staff or to another Program Partner.

1.2. Feeding San Diego Equipment

Feeding San Diego Equipment are tools that are intended for repeated use at a food distribution that are owned and provided by Feeding San Diego. Items that are considered Feeding San Diego Equipment include:

- Canopies/Pop-up Tents
- Canopy Weights
- Signage (including but not limited to A-Frames, banners, and other signage)
- Scales
- Thermometers
- Pens, pencils, binders, clipboards, and other office supplies
- Tables
- Mechanical Tally Counters
- iPads
- Barcode Scanners
- Plastic Bins (used for Supply Bins)

All Feeding San Diego Equipment is the property of Feeding San Diego. Upon the withdrawal of a Program Partner or the termination of a Program Site, all Feeding San Diego Equipment must be returned to Feeding San Diego, via directly to staff or to another Program Partner.

1.3. **Heavy Equipment**

Feeding San Diego defines Heavy Equipment as large machinery that requires specific training, licensing, and/or certification to use. Heavy Equipment includes:

- Manual Pallet Jacks
- Electric Pallet Jacks
- Forklifts
- Lift gates for trucks
- Floor Scrubber
- Vehicles

Anyone using Heavy Equipment that is owned, operated, and/or maintained by Feeding San Diego must have explicit permission to do so, regardless of prior experiences, licenses, training, and/or certifications.

Any Heavy Equipment owned and operated by a Host Organization should not be operated within a Feeding San Diego Distribution Area without prior approval by a Feeding San Diego Direct Services staff member and should follow all policies and procedures of the Host Organization.

2. Supply Management

2.1. **Inventory Control**

Site Leads should monitor the quantity of each of the Distribution Supplies that are provided to them by Feeding San Diego.

2.2. **Resupply Requests**

If it is reasonable to suspect that volunteers will use the remaining quantity of one or more of the Distribution Supplies, Site Leads can request more supplies are sent through the Post-Distribution Report on the Direct Service Communications Form.

It is recommended to request more Distribution Supplies prior to running out (by one or two deliveries). Feeding San Diego cannot guarantee that supplies will be sent out immediately following a Resupply Request.

2.3. **Other Supplies**

On occasion, Feeding San Diego will include additional supplies with a delivery, such as clean rags with extremely messy or dirty produce. Feeding San Diego Direct Services Coordinators will provide additional instructions via email or phone with any unique supplies and equipment that are delivered.

Appendix F

Emergency Situations and Disaster Response

1. Accidents and Incident Reports

1.1. Definition

In the context of a food distribution, an Accident typically refers to any unplanned incident that occurs causing the injury to people, the damage to Products or property, and/or incidents that require the services of emergency responders such as police, fire rescue, or emergency medical services (EMS).

1.2. Protocols

All volunteers should be informed to notify the Site Leads if any accident occurs. Site Leads should immediately assess and evaluate the severity of the situation. If it is safe to do so, Site Leads should secure the area to prevent further injury or damage.

If the accident involved serious injuries or significant hazards, Site Leads should call 9-1-1.

Site Leads and volunteers should follow any instructions or guidance given by emergency responders as this instruction supersedes the following basic guidelines.

Once all safety risks and hazards are under control, Site Leads should promptly contact their Direct Service Coordinator and submit an Incident Report, located on the Direct Service Communications Form.

2. Food Recalls

2.1. Definition

Food Recalls are a proactive safety measure taken to remove food(s) from distribution when they are found to be unsafe, contaminated, or pose a potential health risk to consumers. These notices are sent out by manufacturers, producers, and regulatory authorities such as the US Food and Drug Administration (FDA).

2.2. Protocols

When Feeding San Diego receives notice of a Food Recall, staff members will check all foods in inventory and flag any potential products that may require a further action.

If a product is confirmed to be a part of any Food Recall, staff members will notify all Site Leads whose sites have received the product. Site Leads should not distribute any recalled products.

If a recalled product was distributed to community members, Feeding San Diego staff members will provide a flyer with information about the recalled product on the next delivery. This flyer should be promptly handed out to all Neighbors.

3. Emergencies and Disasters

3.1. Introduction

All federal, state, and local statutes, ordinances, and regulations supersede the following protocols. Site Leads and volunteers should follow any instructions or guidance provided by public officials and/or emergency responders. The intent of the following section is for educational purposes only. Site Leads are not responsible for executing any Emergency Response plan. If an Emergency or Disaster occurs, Site Leads should call 9-1-1 for further guidance and prioritize the safety and well-being of people.

Once all safety risks and hazards are under control, Site Leads should promptly contact their Direct Service Coordinator to receive further guidance regarding the food distribution.

3.2. Floods

Floods are an overflow of water that submerges land which is normally dry and can occur due to excessive rain, overflow of rivers, broken dams, or a combination of these.

San Diego County's General Tips include:

- Do not walk, swim, or drive through flood waters. Never drive through barricades.
- Stay informed.
 - [Sign up for emergency cellphone alerts.](#)
 - [Download the County emergency app.](#)
 - Follow the County on social media.
 - Listen to local alerting systems for current emergency information and instructions regarding flooding.
- Evacuate immediately if told to evacuate or if you feel unsafe.
- Get to the highest level if trapped in a building. Only get on the roof if necessary and once there, signal for help. Do not climb into a closed attic to avoid getting trapped by rising floodwater.
- Contact your healthcare provider if you are sick and need medical attention. Wait for more care instructions and shelter in place, if possible. If you are having a medical emergency, call 9-1-1.

3.3. Earthquakes

Earthquakes are a sudden and violent shaking of the ground, typically caused by movements within the earth's crust or volcanic action.

San Diego County provides resources from the [Earthquake County Alliance](#).

- In most situations, if you feel shaking or get an alert, if possible, immediately “Drop, Cover, and Hold On”.
 - Drop – Drop where you are, onto your hands and knees. This position protects you from being knocked down and reduces your chances of being hit by falling or flying objects.
 - Cover – Cover your head and neck with one arm and hand. If a sturdy table or desk is nearby, crawl underneath for shelter. If no shelter is nearby, crawl next to an interior wall. Stay on your knees; bend over to protect vital organs.
 - Hold On – Hold on until the shaking stops. If under shelter, hold onto it with one hand; be ready to move with your shelter if it shifts. If not under shelter, hold on to your head and neck with both arms and hands.
 - Studies of injuries and deaths caused by earthquakes over the last several decades show that you are much more likely to be injured by falling or flying objects. The main goal of “Drop, Cover, and Hold On” is to protect you from falling and flying debris and other nonstructural hazards, and to increase the chance of your ending in a Survivable Void Space if the building actually collapses.
- These three actions are NOT recommended to protect yourself during earthquakes:
 - DO NOT run outside or to other rooms during shaking.
 - DO NOT stand in a doorway. In modern homes, doorways are no stronger than any other part of the house. Doorways do not protect you from the most likely source of injury – falling or flying objects. You also may not be able to brace yourself in the door during strong shaking.
 - DO NOT get in the “triangle of life”. The “triangle of life” and some other actions recommended as an alternative to the long-established “Drop, Cover, and Hold On” advice are potentially life threatening as they are based on several wrong assumptions.

If you are OUTSIDE during an earthquake, the [United States Geological Survey \(USGS\)](#) recommends: to get into the OPEN, away from buildings, powerlines, chimneys, and anything else that might fall on you.

If you are DRIVING during an earthquake, the [United States Geological Survey \(USGS\)](#) recommends:

- To stop, but carefully.
- Move your car as far out of traffic as possible.
- DO NOT stop on or under a bridge or overpass or under trees, light posts, power lines, or signs.
- STAY INSIDE your car until the shaking stops.
- When you resume driving, watch for breaks in the pavement, fallen rocks, and bumps in the road at bridge approaches.

3.4. Wildfires

Wildfires are uncontrolled fires that spread rapidly through vegetation or built areas and are driven by wind, dry conditions, and flammable materials.

The [CalFire Go! Evacuation Guide](#) is a resource for preparing and executing evacuation procedures during wildfire emergencies. This guide includes pre-evacuation preparation steps, power outage information, evacuation procedures, and animal evacuation.

CalFire's guidance if trapped during a wildfire includes:

- If in your vehicle,
 - Stay calm.
 - Park in an area clear of vegetation.
 - Close all vehicle windows and vents.
 - Cover up with a wool blanket or jacket.
 - Lie on the vehicle floor.
 - Use your cell phone to call 9-1-1.
- If on foot,
 - Stay calm.
 - Move to a clear area, like a ditch or flat ground.
 - Lie face down and cover your body.
 - Use your cell phone to call 9-1-1.
- If at home,
 - Stay calm.
 - Gather your family.
 - Use your cell phone to call 9-1-1.
 - Fill sinks and tubs with cold water.
 - Keep doors and windows closed but unlocked.
 - Stay inside, away from outside walls and windows.

3.5. Excessive Heat

[San Diego County Health and Human Services Agency \(HHSA\)](#) defines Excessive Heat as temperatures that are much hotter and/or humid than average for a particular location and the time of year. This puts people at risk of heat related illnesses and heat related deaths.

Heat illness occurs when the body cannot cool down. The body normally cools itself by sweating, however, sometimes that is not enough. Types of heat related illness include heat rash, heat cramps, heat exhaustion, and heat stroke. If not addressed on time, heat stroke can cause permanent damage or can lead to death.

In most situations, the following actions are recommended when a heat related illness is expected:

- Heat Rash
 - Stay in a cool, dry place.
 - Keep the rash dry.
 - Soothe rash with powder, such as baby powder.
- Heat Cramps
 - Stop physical activity and move to a cool place.
 - Drink water or sports drink.
 - Wait for cramps to go away before doing more physical activity.
 - Get medical help if cramps last more than 1 hour, you are on a low sodium diet, and/or if you have heart problems.
- Heat Exhaustion
 - Move to a cool place.
 - Loosen your clothes.
 - Put cool, wet clothes on your body or take a cool bath.
 - Sip water.
 - Get medical help right away if you are throwing up, your symptoms get worse, or your symptoms last longer than 1 hour.
- Heat Stroke
 - Call 9-1-1 right away. Heat Stroke is a medical emergency.
 - Move the person to a cooler place.
 - Help lower the person's temperature with cool cloths or a cool bath.
 - Do not give the person anything to drink.

3.6. Power Outages and Winter Storms

Power outages are the loss of electrical power, which can be planned or caused by severe weather, operational failures, or accidents impacting the power grid.

Winter Storms are severe winter events characterized by significant snowfall, ice, sleet, and freezing temperatures.

Follow all federal, state, and local guidance when confronted with these emergency situations. Feeding San Diego will evaluate the safety of the situation regarding volunteers, Neighbors, and staff involved with a distribution and will provide additional guidance regarding the status of a food distribution.

3.7. Other Emergencies

Other emergencies can include hurricanes, tropical storms, tsunamis, tornadoes, pandemics, and/or terrorism. In the event of these situations, please follow all federal, state, and local guidance. Feeding San Diego will evaluate the safety of the situation regarding volunteers, Neighbors, and staff involved with a distribution and will provide additional guidance regarding the status of a food distribution.

4. Disaster Recovery and Relief

4.1. Communication with Feeding San Diego

In the event of an emergency, Feeding San Diego will provide additional guidance and updates that align with federal, state, and local guidelines regarding the status of a food distribution. If an emergency has occurred and Feeding San Diego has not contacted any of the Program Partners, Program Partners are urged to reach out to their Feeding San Diego Direct Service Coordinator.

4.2. Disaster Recovery and Relief Distributions

Feeding San Diego works alongside federal, state, county, city officials, and other non-profit organizations to coordinate and provide quick action and relief efforts to communities impacted by natural disasters and other emergencies. In the Agreement, Host Organizations are asked to make reasonable efforts to support Disaster Recovery and Relief Operations upon request.

Program Partners may also request Disaster Recovery and Relief Distributions to support communities impacted by natural disasters and other emergencies. If a request for a Disaster Recovery and Relief Distribution is not aligned with Feeding San Diego's current Emergency Response plan, resources will be provided for volunteers and community members to find Disaster Recovery and Relief Distribution Sites.

Appendix G

Glossary

1. Terms and Definitions

1.1. Scope

This Glossary sets out the meaning of certain (not all) terms used in the Network Charter and the Agreement.

1.2. Definitions

The following terms have these meanings:

Terms	Definitions
Accident	Refers to any unplanned incident that occurs causing the injury to people, the damage to products or property, and/or incidents that require the services of emergency responders such as police, fire rescue, or emergency medical services (EMS).
Agency Partners	Agency Partners operate hunger relief programs under their own organizational authority and in partnership with Feeding San Diego. This is not a Direct Service Program.
Cancellations	If a distribution on a Site's Delivery schedule is unable to occur and unable to be rescheduled, the delivery and distribution will be cancelled.
Choice Models	Choice Models of Distribution refer to the level of choice that Neighbors have when attending a food distribution. This is closely connected to the Distribution style. Options include: No Choice, Limited Choice, Modified Choice, and Full Choice.
Delivery Day	Refers to the Day of the week that a delivery is received. Options include Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. Approval of Delivery Day is dependent on Driver availability.
Delivery Frequency	Refers to the number of deliveries that are received by a Distribution Site each month. Options include: "Bi-weekly", "Monthly", and "Weekly". *Weekly was almost entirely phased out due to the inconsistency of 5th weeks which negatively impacted our ability to efficiently source food.
Delivery Rotation	Refers to the Week Number(s) that a delivery is received. For "Bi-weekly", options include "1st & 3rd " or "2nd & 4th ". For "Monthly", options include 1st, 2nd, 3rd, or 4th.

Delivery Schedule	Refers to the specific dates that are scheduled for a distribution site through the entirety of Feeding San Diego's Fiscal Year (July 1 to June 30).
Delivery Window	<p>Refers to the time at which a delivery is scheduled to arrive at a Distribution Site. Feeding San Diego's transportation Team requires a minimum of a two-hour delivery window that must take place before the distribution.</p> <p>Approval of Delivery Window is dependent on Driver availability. Includes both start and stop times.</p>
Direct Service Program Model	Refers to a categorization system used by Feeding San Diego to organize and label different types of food distributions. Each program targets different groups of neighbors and might vary in terms of operational approaches. These program models are outlined further in Appendix A.
Direct Service Site	Also referred to as the "Distribution Site". Term used to refer to the food distributions hosted by the Program Partners.
Direct Service Site and Volunteer Agreement	Also referred to as the "Agreement". This document outlines the policies, procedures, and expectations that all parties agree to when participating and supporting one of Feeding San Diego's Direct Service Sites.
Distribution Area	The physical space that a food distribution is operated in. The Distribution Area should be identified on the Site Layout.
Distribution Guests	Individuals and/or organizations visiting a food distribution. This is NOT inclusive of Neighbors. This does include public officials, news/media/photographers, representatives from Agency Partners or member Programs, or other invited guests.
Distribution Location	Refers to the physical address that Product is delivered to.
Distribution Partner	An external organization, although not the property owner, manages and oversees the operational aspects of our food distribution events on-site on Feeding San Diego's behalf.
Distribution Style	Also referred to as Distribution Model. For clarity in this document, Distribution Style is used. Refers to how a distribution is set up to serve Neighbors. For Direct Services, this includes Walk-Ups, Drive-Throughs, Onsite Pantries, and Hybrid distributions.
Distribution Supplies	Single-use consumable items intended for one-time use during the process of food distribution.
Distribution Window	<p>Refers to the time at which the food distribution operates.</p> <p>Approval of Distribution Window is dependent on the Delivery Window and the Distribution Style. Includes both start and stop times.</p>
Feeding San Diego Equipment	Tools that are intended for repeated use at a food distribution that are owned and provided by Feeding San Diego.

Feeding San Diego's Direct Service Network	Also referred to as the "Network". The Network includes all Program Partners for each Direct Service Site.
Food Recalls	Proactive safety measures that are taken to remove food(s) from distribution when they are found to be unsafe, contaminated, or pose a potential health risk to consumers. These notices are sent out by manufacturers, producers, and regulatory authorities such as the US Food and Drug Administration (FDA).
Food Vendors	Food distributors that Feeding San Diego sources and purchases food from to provide additional variety to Neighbors.
Heavy Equipment	Large machinery that requires specific training, licensing, and/or certification to use. Anyone using Heavy Equipment that is owned, operated, and/or maintained by Feeding San Diego must have explicit permission to do so, regardless of prior experiences, licenses, training, and/or certifications.
Host Organization	An organization that collaborates with Feeding San Diego by providing access to their premises for the purpose of hosting food distribution events.
Households (HH) or Households Delivered	Refers to a single household (families and/or individuals) and is a base unit of measurement used by Feeding San Diego. In the context of scheduling, Households Delivered describes the amount of food that is delivered.
Local Donors	Food donors that are located throughout San Diego County and are crucial to Feeding San Diego's food rescue operations.
Member Programs	Also known as Agency-Sponsored Programs, operate hunger relief programs under the authority of an Agency Partner. At this time, Member Programs are not considered a part of Direct Services.
Neighbors	The individuals and families served during a food distribution event.
Non-Local Donors	Food donors that are typically spread out across the state of California (sometimes across the country) and are crucial to Feeding San Diego's food rescue operations.
Primary Lead	The main individual who is responsible for overseeing on-site operations during food distribution events, in addition to managing key responsibilities as outlined in Section 2 of the Agreement.
Probation	Accountability action that provides Program Partners with the opportunity to address and resolve performance issues.
Product	Staple food items, refrigerated foods, frozen foods, and/or fresh produce.
Program Partners	Term used when collectively speaking about the Host Organization, Distribution Partner, and Site Leads.

Redistribution	Redistribution is strictly PROHIBITED. Redistribution is when an individual or organization receives Product from a Feeding San Diego Direct Service Distribution the individual or organization hosts an organized food distribution.
Reschedules	If a distribution on a Site's Delivery Schedule is unable to occur, Site Leads should work with their Direct Service Coordinator to reschedule the date of their delivery and distribution.
Secondary Lead	The individual who assumes the Primary Lead's responsibilities and roles in their absence.
Site Layout	Documentation of the set-up and execution for a specific Direct Service Site.
Site Leads	Term used to reference both the Primary Lead and the Secondary Lead.
Site Overview	Documentation of delivery and distribution information for a specific Direct Service Site.
Site Specific Packets	Site Specific Packets are documents that are directly associated with a Direct Service Site. This includes a Site Overview, the Site Layout, and other documentation that might be required for a Site Lead to have on hand at a distribution.
Term	The window of time in which the Agreement is in effect. For this Agreement, the Term starts on June 3, 2025, and ends on June 30, 2026.
Term Extension Agreement	Document provided to Program Partners at the end of the Agreement Term to expedite the renewal of the Agreement.
Termination	When an Agreement is voided by Feeding San Diego.
Withdrawal	Host Organizations, Distribution Partners, and/or Site Leads have the option to withdraw from the Agreement with the delivery of a written 30-day notice if they wish to no longer participate in the Direct Service Site. Feeding San Diego will make reasonable efforts to continue the Direct Service Site, but failure to replace a Program Partner may result in the termination of a Direct Service Site.

Appendix H

Site Specific Packets

1. Documentation of Site Information

1.1. Introduction

Site Specific Packets are intended to gather all key information regarding a Direct Service Site into a single location for quick reference.

Site Specific Packets will only be updated by Feeding San Diego at the time of Agreement Extension, and upon specific request by Program Partners.

1.2. Packet Contents

Site Specific Packets will include the following documents provided by Feeding San Diego:

- Distribution Site Information
- Site Layouts

It is recommended that Program Partners also include any documents required for monitoring visits in Site Specific Packets, which may include:

- Food Handler's Certification or Feeding San Diego equivalent course certification.
- Pest Control Plan (applicable only to Onsite Pantries)
- Background Check Lists (applicable only to School Pantry and Backpack Programs), including only names and dates of the last background check conducted.